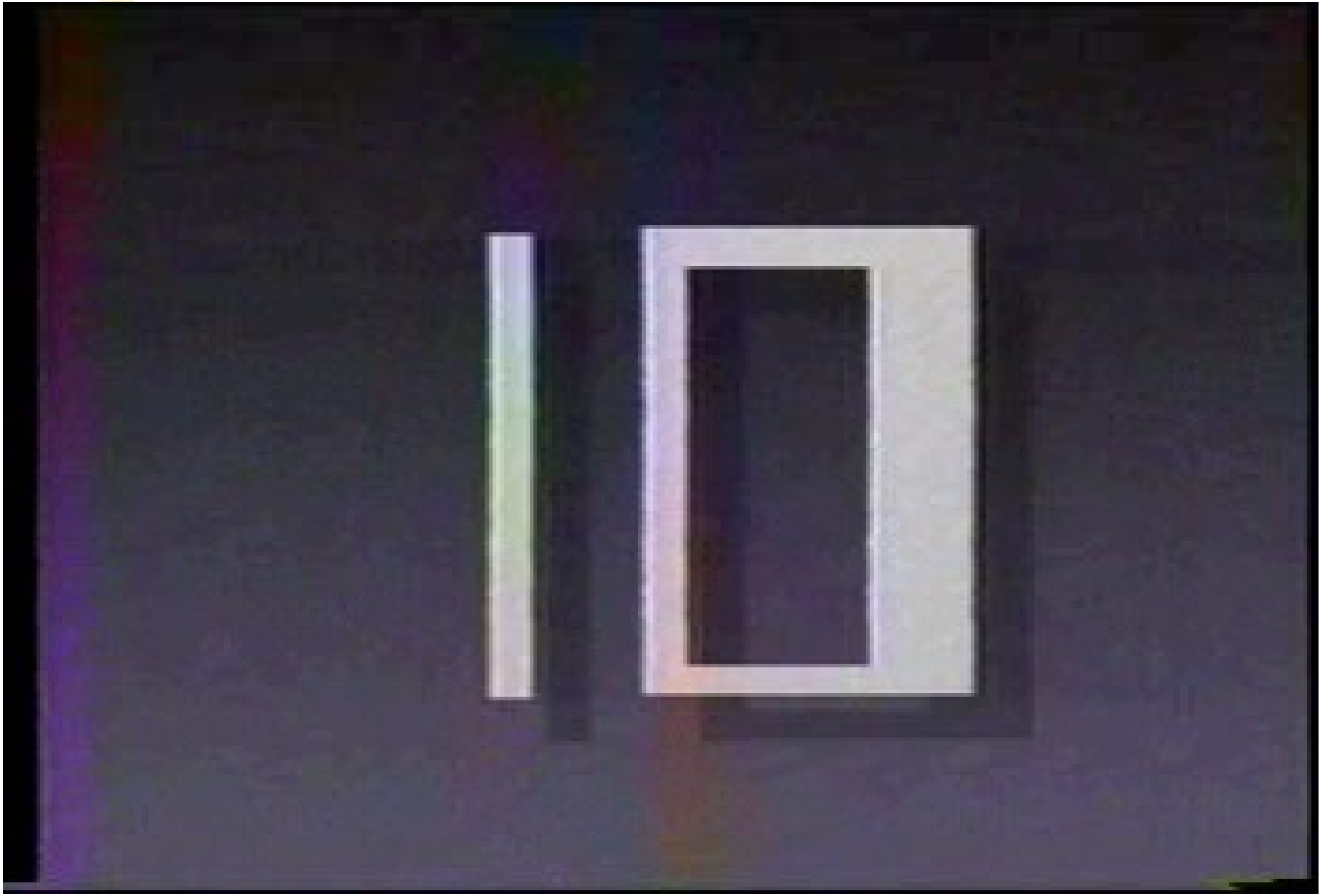

U.S. Army Inspector

IGAP in Action

Working Through The In-Box

Part III

Complainants Are Waiting

Assistance Part 3

- **Two ladies just walked in, with kids in tow, and they do not look happy!!!**
- **What should we do?**
  - **Execute an about face and depart the AO**
  - **Pretend you entered the wrong room**
  - **Pass them off to another IG in the office**
  - **Escort them to separate rooms and begin the interview process**

Mrs. Virginia Jones

Walk-In

STEP 1: Receive the IGAR

Assistance Part 3

- ***Hello Mrs. Jones, I'm MSG Martin. How may I help you?***
- **"My husband, who is stationed here, walked out on me and the kids a month ago today, and he is not supporting us. We live in an apartment off-post. I work at Burger King and make barely enough to pay for the rent."**

[Luckily, the two kids are sleeping]

Receive the IGAR, cont'd

Assistance Part 3

- ***What do you want the IG to do for you?***
- **"I need your help in getting him to pay me something. He should not be allowed to do this to us."**

- ***What is your husband's name, rank, SSN, and unit?***
- **"His name is SFC Ricky Jones. He's assigned to C Battery, 4-60 Field Artillery."**

Still Receiving the IGAR

Assistance Part 3

- ***Have you requested assistance from anyone else? The commander?***
- **"I do not know who else I can go to."**

- ***Are your basic needs taken care of? Do you have a place to stay and food to eat?***
- **"This is not an emergency yet, but the cable bill is due and I can't pay it."**

Assistance Part 3

STEP 2: IG PA

- **Issue: Request assistance to get support**
- **IG Appropriate? No**
- **Acknowledge receipt: In person**
- **Course of action: Assistance inquiry**

Assistance Part 3

STEP 3: Initiate Referrals & Make Notifications

- **Refer Mrs. Jones to her husband's company commander. Family support is a commander's issue**
  - **We can coordinate an office call with the company commander**
  - **Since the chain of command is working an issue first brought to the IG, we keep our case open to monitor (AR 20-1, para 4-6a)**

- **Make a note for 12 days from now**
- **If company commander doesn't respond, get the battalion commander involved**

Assistance Part 3

STEP 4: IG Fact Finding

- **We are not conducting IG fact finding, just keeping tabs on the company commander, who is doing all the work.**

STEP 5: Notification of Results

- **SFC Jones' company commander faxed a copy of his letter to Mrs. Jones. It included:**
  - **Money order for this month's Basic Allowance for Housing (BAH)**
  - **Copy of a start allotment form effective this End Of Month (EOM) for the amount of**

    SFC Jones' BAH

Assistance Part 3

STEP 6: Follow Up

- **Follow up at EOM to see if Mrs. Jones received money.**

- **Remember, an allotment can be stopped as easily as it was started.**

STEP 7: Close the IGAR

- **Send final letter. Close the case.**

STEP 7: Closing the IGAR in IGNET

Assistance Part 3

- **Function code?**
  - **ZD5 - Nonsupport of family**
- **Agency / Command Code**
  - **OTR - Fort Von Steuben**
- **Determination Code?**
  - **A - Assistance**
  - **We provided assistance by placing the matter into the proper channel – the chain of command**

2LT Janie V. Smith

Walk-In

STEP 1: Receive the IGAR

- ***Hello LT Smith. I'm MSG Martin. How may I help you?***

- **"My ex-husband, who is currently assigned to a unit in Iraq, has not paid any support to me and the kids since he deployed four months ago." [One child starts crying]**

Still Receiving the IGAR

Assistance Part 3

- **"Everything was going fine until he deployed. He is trying to get over on me, and I need some help."**
  [Second kid starts crying]

- ***LT Smith, if you would answer a few questions for me, I will let you know if we can be of any assistance.***
  [Both kids immediately stop crying]

Still Receiving the IGAR

Assistance Part 3

- ***What do you want the IG to do for you?***
- **"I want you to help me get child support payments from my ex-husband."**
- ***What is your ex-husband's name, rank, SSN, and unit?***
- **"His name is CPT Steve B. Smith, SSN 123-45-6789. He is a Supply Officer assigned to the HHC, 444th Ordnance Battalion in Iraq."**

Still Receiving the IGAR

Assistance Part 3

- ***Have you requested assistance from anyone else? The commander?***
- **"Yes, here is a copy of the letter I mailed <u>two months</u> ago to his commander, CPT Margaret Gordon."**
- ***Do you have a copy of the divorce decree or any other documentation?***
- **"Here is a copy of the divorce decree, which orders him to pay $600 per month child support."**

Still Receiving the IGAR

Assistance Part 3

- ***Are there any basic need issues? Do you have food and shelter?***
- **"I'm living with my parents, so although this is not an emergency, I would like this taken care of as soon as possible."**

Assistance Part 3

STEP 2: IG PA

- **Issue:** **Request assistance to get child support from ex-husband**
- **Allegation:** **CPT Gordon improperly failed to respond to a nonsupport inquiry from 2LT Smith in violation of AR 608-99**
- **IG Appropriate? Yes**
- **Acknowledge receipt: In person**
- **Course of action: Assistance Inquiry / Investigative Inquiry**

Assistance Part 3

STEP 3: Initiate Referrals & Make Notifications

- **Refer to V Corps IG:**
  - **Refer both the nonsupport and the allegation to**

    CPT Gordon's battalion commander
  - **OR conduct an Investigative Inquiry into the allegation CPT Gordon improperly failed to respond to a non-support request from 2LT Smith in violation of AR 608-99, and request (again) the commander look into the matter of nonsupport by CPT Smith.**
- **We are office of record and V Corps IG is the office of inquiry.**

Assistance Part 3

STEP 4: IG Fact-Finding

- **Performed by V Corps IG**

STEP 5: Notification of Results

Assistance Part 3

- **V Corps IG faxed us a copy of CPT Gordon's letter to 2LT Smith**
  - **It included a money order for this month's payment and a copy of the allotment CPT Smith started**
- **V Corps IG advised us that the battalion commander counseled CPT Gordon for failure to comply with AR 608-99**

STEP 5: Notification of Results

Assistance Part 3

- **2LT Smith is not happy. She wants:**
  - **Arrearages (Back support)**
  - **To go to another IG**
- **Tell her that she can go to . . . the next level IG!**
- **Teach and train about arrearages**

STEP 6: Follow Up

Assistance Part 3

- **We followed up at End Of Month (EOM) to ensure 2LT Smith received support.**

Assistance Part 3

STEP 7: Close the IGAR

- **We send a final letter to complainant.**

Assistance Part 3

STEP 7: Closing the IGAR in IGNET

- **Function code?**
  - **ZD5 - Nonsupport of family**
- **Agency / Command Code?**
  - **Q5 - V Corps Deployed (Soldier's location)**
- **Determination Code?**
  - **A - Assistance**

Slot 2

STEP 7: Closing the IGAR in IGNET

Assistance Part 3

- **The allegation: CPT Gordon improperly failed to respond to a nonsupport inquiry from 2LT Smith in violation of AR 608-99**
- **Function code:**
  - **YB- Commander Action**
- **Agency / Command Code:**
  - **Q5 – V Corps Deployed**
- **Determination Code:**
  - **S - Substantiated**

Anonymous

Call-In

STEP 1: Receive the IGAR

Assistance Part 3

- ***FVS IG Office. This is MSG Martin. How may I help you?***
- **"I want to report fraud, waste and abuse. The golf course people are draining the pond supposedly to clear the drain. But they're really doing it to retrieve the golf balls so they can sell them in the clubhouse. I bet it costs more to drain the pond than they profit from selling crappy soggy balls."**

Assistance Part 3

STEP 1: Receive the IGAR (cont)

- ***Who's this please?***
  "I'm not giving you my name."

- ***What do you want the IG to do for you?***
  "I report this every year, and they continue to do it. Just do your freaking job, I'll be watching.". . .click

STEP 2: IG PA

- **Issue: Complaint about Moral Welfare Recreation (MWR) activity**
- **IG Appropriate? Yes**
- **Acknowledge receipt: On the phone before the complainant hung up**
- **Course of action: Assistance Inquiry**

Assistance Part 3

STEP 3: Initiate Referrals and Make Notifications

- **Referral?**
  - **No such luck.**
- **Notification?**
  - **Assistance, not Investigative Inquiry.**

STEP 4: IG Fact-Finding

Assistance Part 3

- **Call the golf course manager.**
- ***This is MSG Martin from the FVS IG Office. I see you're draining the pond by the 8th hole.***
- **"This is annual preventative maintenance. We must clear the drain so that the pond doesn't overflow onto the roadway during flash floods. This is a facilities engineer concern, since the road is along the post main entrance."**

STEP 4: IG Fact-Finding

Assistance Part 3

- ***You must recover a lot of golf balls, most of them mine. Ha Ha. What do you do with them?***
- **"Well, since we're MWR, we have to make a profit in order to pay our staff and stay in business. We sell the used balls in the clubhouse for a nominal fee. Every little bit helps."**
- ***The facilities engineer verified this information.***

Assistance Part 3

STEP 5: Make Notifications of Results

- **None - anonymous**

STEP 6: Follow Up

Assistance Part 3

- **Can’t follow up with anonymous complainant**

- **Suggest Public Affairs Office (PAO) put article in post newspaper about golf course annual maintenance and MWR system**

STEP 7: Close the IGAR in IGNET

Assistance Part 3

- **Function code?**
  - **QP - Issues regarding Morale, Welfare, and Recreation (MWR) programs and facilities**
- **Agency / Command Code?**
  - **OTR - Fort von Steuben**
- **Determination Code?**
  - **A - Assistance Slot 3**

LTC Mustang

Call-In

STEP 1: Receive the IGAR

Assistance Part 3

- ***Hello, LTC Mustang. I'm MSG Martin. How may I help you, Sir?***
- **"MSG Martin, I was an IG at Fort Von Steuben from Jun 01 thru May 03. I was told that my Meritorious Service Medal (MSM) Was approved as an end of tour award and It would be mailed to my next duty station, but I have not received it. My current duty address is 5500 21st Street, Fort Belvoir, VA 22060 and my duty phone is DSN 655-3330**

STEP 1: Receive the IGAR

- ***What do you want the IG to do for you?***
  "Can you help me track down my award?"
- ***Who else have you asked to help you?***
  "No one."

Assistance Part 3

STEP 2: Conduct IG PA

- **Issue:** **Soldier wants end of tour award**
- **IG Appropriate?** **Yes**
- **Acknowledge receipt:** **In person**
  - **Sir, I got. it I'll get back to you.**
- **Course of action:** **Assistance Inquiry**

Assistance Part 3

STEP 3: Initiate Referrals & Make Notifications

- **Referrals?**
  - **No**
- **Notifications?**
  - **Assistance Inquiry**

STEP 4: IG Fact-Finding

Assistance Part 3

- **Contact G-1. He stated that he had a copy of the orders awarding an Meritorious Service Medal (MSM) to**

  LTC Mustang. He stated that the original certificate had been forward to 5500 21st Street, Fort Belvoir, VA 22060 on September 25, 2003.

Assistance Part 3

STEP 5: Make Notifications of Results

- **The next day, the G-1 calls to say that he checked with the unit where he mailed the end of tour award and discovered that the unit's personnel NCO had it in his possession.**

- **As we hang up the phone, SFC Durango called to inform you that he just spoke with LTC Mustang and informed him that the commander will make the presentation of his award in the am.**

STEP 6: Follow Up

Assistance Part 3

- **You call LTC Mustang two days later to see if he had received his award.**

STEP 7: Close the IGAR in IGNET

Assistance Part 3

- **You wish LTC Mustang luck on his new assignment and tells him this is our final response**

- **Function code?**
  - **NM - Award and Decorations**
- **Agency / Command Code**
  - **OTR - Fort von Steuben**
- **Determination Code?**
- **A - Assistance**
  Slot 4

Questions?